

**\*End of Complaint\***

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

Sent the following e-mail response -

Mr. and Mrs. Brook -

Thank you for your recent e-mails to the AZ Corporation Commission. They have been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mails regarding the Appaloosa Water Company ("Company") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the Company's rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed: 6/23/2008**

**Opinion No. 2008 - 69440**

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W-03443A-08-0313

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      69441

Date: 6/23/2008

Complaint Description:      08A   Rate Case Items - Opposed  
N/A   Not Applicable

First:

Last:

Complaint By:      **Lester and May J. Chism**

Account Name:      Lester and May J. Chism

Home: (000) 000-0000

Street:      n/a

Work:

City:      Chino Valley

CBR:

State:      AZ      Zip: 86323

is:

Utility Company:      **Appaloosa Water Company**

Division:      Water

Contact Name:      Joe Cardavano

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\* W-03443A-08-0313 \*\*\*\*\*

Customer sent the following e-mail -

The Chino Review reported the requested increase of 100% of total revenues by The Appaloosa Water Company. This increase is due to construction of arsenic water treatment facilities. The reason given by the water company to support this increase are postal rates, staff wages and last is property taxes. I agree a minimal increase is justified but 100% of revenues is out of line.

The citizens of Chino Valley only have the judgment of Arizona Corporation Commission and our votes to insure a reasonable rate increase will be allowed.

Sincerely

Lester and May J Chism

Registered voters.

Tax payers

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Sent the following e-mail response -

Mr. and Mrs. Chism -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Appaloosa Water Company ("Company") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the Company's rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed:** 6/23/2008

**Opinion No.** 2008 - 69441

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W-03443A-08-0313

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008      **69442**

**Date:** 6/23/2008

**Complaint Description:**      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

**Complaint By:**      **First:**      **Last:**  
                                 **Marcia**      **Ayres**

**Account Name:** Marcia Ayres

**Home:** (000) 000-0000

**Street:** n/a

**Work:**

**City:** Chino Valley

**CBR:**

**State:** AZ      **Zip:** 86323

**is:**

**Utility Company:** Appaloosa Water Company

**Division:** Water

**Contact Name:** Joe Cardavano

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-03443A-08-0313 \*\*\*\*\*

Customer sent the following e-mail -

It has come to our attention that our water co is requesting a revenue increase of 100%. We have to fight this and hope you will look into this crook who thinks he can do this to us. We are mostly a retirement community so you see, we can use a little help.

Thank you, M Ayre  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Sent the following e-mail response -

Ms. Ayres -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Appaloosa Water Company ("Company") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the Company's rate application. The Commission's independent analysis of the

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed:** 6/23/2008

**Opinion No.** 2008 - 69442

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W-03443A-08-0313

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008      69443

**Date:** 6/23/2008

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:** Robert L.      **Last:** Killion

**Account Name:** Robert L. Killion

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:**

**City:** Chino Valley

**CBR:**

**State:** AZ      **Zip:** 86323

**is:**

**Utility Company:** Appaloosa Water Company

**Division:** Water

**Contact Name:** Joe Cardavano

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-03443A-08-0313 \*\*\*\*\*

Customer sent the following e-mail -

ARIZONA CORPORATION COMMISSION  
UTILITIES DIVISION

RE: Appaloosa Water Co requesting a rate increase.

Dear Commissioners,

Most of the home owners are on a very tight fixed income and we are for most part in the 65-80 years old bracket. A 100 % increase we can not afford.

The water company does not have the equipment installed or does not know what his operation cost is going to be. It is rumored that he has applied for a grant to buy and install this equipment.

If this is true, then he does not need a increase in rates to put the system in. The money we are paying ( Average \$90 X 270 = \$24,300 per month or \$291,600 per year) there should be enough funds to take care of any improvements. If there isn't, then they are paying to much for wages and padding their pockets.

If we have a question about our bill, we have to call a number in Phoenix ( which is long distance). They should have a toll free number or move thier office to Chino Valley.

I say NO to the 100% increase and hope that you will see fit to say the same until they get their equipment in operation and see what the cost is going to be.

Thank you for your time.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Robert L. Killion  
[REDACTED]

Chino Valley, AZ 86323  
[REDACTED]  
[REDACTED]

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Sent the following e-mail response -

Mr. Killion -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Appaloosa Water Company ("Company") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the Company's rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed:** 6/23/2008

**Opinion No.** 2008 - 69443

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator: Deb Reagan**

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority: Respond Within Five Days**

**Opinion      No. 2008      69444**

**Date: 6/23/2008**

<b><u>Complaint Description:</u></b>	08A Rate Case Items - Opposed
	N/A Not Applicable

**First:**

**Last:**

**Complaint By:** Peter

## Higson

**Account Name:** Peter Higson

**Home:** (000) 000-0000

**Street:**

**Work:**

City: Chino Valley

**CBR:**

**State:** AZ **Zip:** 86323

**is:**

**Utility Company. Appaloosa Water Company**

Division: Water

**Contact Name:** Joe Cardavano

**Contact Phone:** [REDACTED]

### **Nature of Complaint:**

\*\*\*\*\* W-03443A-08-0313 \*\*\*\*\*

Customer sent the following e-mail -

Arizona Corporation Commission - Utilities Division  
1200 West Washington Street  
Phoenix, AZ 85007

Re: Appaloosa Water Company revenue increase request.

Dear Arizona Corporation Commission - Utilities Division:

I have recently been told by a third party that the Appaloosa Water Company has served legal notice that it has submitted a request to the Arizona Corporation Commission - Utilities Division for a 100% increase in total revenues. As a customer of Appaloosa Water Company I find this request excessive considering the current water pricing structure. I hope that the revenue numbers have been well thought through and are not intended as a ploy to attain a quick agreement for a revenue increase at anything less than the 100%.

As a general consumer of other goods and services on a fixed income I am well aware of all the inflationary pressures placed on the pricing of these goods and services by the dramatic increase in the price of oil. I am also aware of the recent capital cost commitments required of Appaloosa Water Company to comply with our governments regulations regarding Arsenic levels in public water systems.

I believe that the current monthly base rate charge of \$25.00 for the first 1000 gallons of water paid by approximately 200 customers and previously authorized by public water utility regulators is adequate to pay for current operating costs and the payoff of Arsenic Treatment facilities within 5 years. Even with the rising price of electricity the current rate for additional water of \$2.50 per thousand gallons of water must provide a reasonable profit considering that the total volume used by my estimate of 200 customers must be close to

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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1,000,000 gallons per month.

I would hope that the Arizona Corporation Commission - Utilities Division will request full financial documentation for the justification of this revenue increase and have a public hearing on these numbers before making any revenue increase proposal.

Sincerely

Peter Higson

[REDACTED]  
Chino Valley, AZ 86323

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Sent the following e-mail response -

Mr. Higson -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Appaloosa Water Company ("Company") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the Company's rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed: 6/23/2008**

**Opinion No. 2008 - 69444**

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W-03443A-08-0313

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008      69445

**Date:** 6/23/2008

**Complaint Description:**      08A    Rate Case Items - Opposed  
   N/A    Not Applicable

**Complaint By:**      **First:**      **Last:**  
                                 **Kathy and Alan**      **Davis**

**Account Name:** Kathy and Alan Davis

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:**

**City:** Chino Valley

**CBR:**

**State:** AZ      **Zip:** 86323

**is:**

**Utility Company:** Appaloosa Water Company

**Division:** Water

**Contact Name:** Joe Cardavano

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-03443A-08-0313 \*\*\*\*\*

Customer sent the following e-mail -

We were just notified about Appaloosa Water Company requesting a revenue increase of 100%. We oppose this increase. Increases in the cost of doing business does not warrant 100% increase. We are retired and on fixed incomes that do not increase because the cost of gas and food have been rising and will continue to rise. Just like we have had to cut back and conserve so that we can survive, so does Appaloosa Water Company. A slight increase would be understandable but certainly not 100%.

Kathy and Alan Davis

[REDACTED]  
Chino Valley, AZ 86323

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Sent the following e-mail response -

Mr. and Mrs. Davis -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Appaloosa Water Company ("Company") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the Company's rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed:** 6/23/2008

**Opinion No.** 2008 - 69445

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W-03443A-08-0313

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008      **69460**

**Date:** 6/23/2008

**Complaint Description:**      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

**First:**

**Last:**

**Complaint By:**      **Gary and Kathy**      **Gilmore**

**Account Name:**      Gary and Kathy Gilmore

**Home:** (000) 000-0000

**Street:**      [REDACTED]

**Work:**

**City:**      Chino Valley

**CBR:**

**State:**      AZ      **Zip:** 86323

**is:**

**Utility Company:**      **Appaloosa Water Company**

**Division:**      Water

**Contact Name:**      Joe Cardavano

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-03443A-08-0313 \*\*\*\*\*

\*\*\* REFERRED FROM COMMISSIONER MAYES' OFFICE \*\*\*

Customer sent the following e-mail -

I'm sending this email to you in response to a notice from our Homeowner's Association regarding an increase in our water (100% INCREASE!)

Most of us in Chino Valley are retired and on a fixed income. With everything going up gas, food, property tax and God knows what else will go up. The 100% increase in water is a little outrageous. The property tax has increased and the value of our homes has decreased.

It's pretty bad when 70 year old men and women have to find a job just to survive. With medical costs, utilities, taxes, gas and food going sky high one more increase is just too much.

I hope you can be of assistance in finding a better solution to the high rate hike.

Thank you,

Gary and Kathy Gilmore

[REDACTED]  
Chino Valley, AZ 86323

\*End of Complaint\*

**Utilities' Response:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator's Comments and Disposition:**

Sent the following e-mail response -

Mr. and Mrs. Gilmore -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Appaloosa Water Company ("Company") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the Company's rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed:** 6/24/2008

**Opinion No.** 2008 - 69460

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W-03443A-08-0313

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008      69447

**Date:** 6/23/2008

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:**      **Last:**  
Randy M.      Brumund

**Account Name:** Randy M. Brumund

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:**

**City:** Chino Valley

**CBR:**

**State:** AZ      **Zip:** 86323

**is:**

**Utility Company:** Appaloosa Water Company

**Division:** Water

**Contact Name:** Joe Cardavano

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-03443A-08-0313 \*\*\*\*\*

\*\*\* REFERRED FROM COMMISSIONER MAYES' OFFICE \*\*\*

Customer sent the following e-mail -

RE: APPALOOSA WATER RATE HIKE

I received information that Appaloosa Water District, hereafter referred as the "water district", is requesting a water rate increase. The "water district" provides water for my home. My Homeowner's Association informed me of this increase. The requested water rate increase is to be 100% of the current rates. My reaction to the increase is not favorable. I think that a request for 100% increase is not only shocking but it is downright abusive.

It is possible that since the "water district" feels the need to increase rates, they thought that they might as well "go for broke". I suppose they feel that they might as well make a rate increase request worth their time. I know that they as a Utility Company, can't raise their rates without the permission of the Utility Commission. (There was evidently prior utility company price abuse, which resulted in the establishment of the utility Commission).

The "water district" cited a need to raise rates because; 1) they had to install an arsenic removal system; 2) they had increased labor costs; and 3) they had to pay for increased postage. Is it fair to customers to request a 100% rate increase "just to be on the safe side"? My answer is "NO".

I hope that the people on your Utility Commission have cool heads. I hope they will be able to determine from their rate-increase investigation, that such an increase is not only uncalled for, but also abusive.

Please entertain an additional comment from me. As you know, the current Arizona economy is pretty sour now. There are many people who are just able to make financial ends meet. If an essential utility is allowed to

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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increase rates at such a tremendous rate, what is that going to do to those households that are on a fixed retirement income? If the "water district" is successful in raising abusive rates, won't the other utilities consider doing the same? Where would that leave the fixed income households?

Thank you for your consideration in this matter. Once again I say that a requested increase of 100% is shocking, uncalled for and very abusive.

Randy M. Brumund

[REDACTED]  
Chino Valley, Arizona 86323

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Sent the following e-mail response -

Mr. Brumund -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Appaloosa Water Company ("Company") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the Company's rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

Date Completed: 6/24/2008

Opinion No. 2008 - 69447

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W-03443A-08-0313

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008      69476

**Date:** 6/23/2008

**Complaint Description:**      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

**First:**

**Last:**

**Complaint By:**      **Terry**

**Liffick**

**Account Name:**      Terry Liffick

**Home:** (000) 000-0000

**Street:**      [REDACTED]

**Work:**

**City:**      Chino Valley

**CBR:**

**State:**      AZ      **Zip:** 86323

**is:**

**Utility Company:**      **Appaloosa Water Company**

**Division:**      Water

**Contact Name:**      Joe Cardavano

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-03443A-08-0313 \*\*\*\*\*

\*\*\* REFERRED FROM COMMISSIONER MAYES' OFFICE \*\*\*

Customer sent the following e-mail -

I have heard from friends that the Appaloosa Water Company is requesting an extremely large rate increase for their customers. I am one of these and if this is true, I would like to voice my objection for any increase over 15%, which I consider reasonable in today's economy. Thank you for your assistance in this matter - no reply is necessary.

Terry Liffick  
[REDACTED]

Chino Valley AZ 86323

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Sent the following e-mail response -

Mr. Liffick -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Appaloosa Water Company ("Company") rate case will be placed on file with the

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the Company's rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed:** 6/24/2008

**Opinion No.** 2008 - 69476

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W-03443A-08-0313

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008      69461

**Date:** 6/23/2008

**Complaint Description:**      08A Rate Case Items - Opposed  
   N/A Not Applicable

**Complaint By:**      **First:**      **Last:**  
                                 **Betty**      **Gandee**

**Account Name:** Betty Gandee

**Home:** (000) 000-0000

**Street:** [REDACTED]

**Work:**

**City:** Chino Valley

**CBR:**

**State:** AZ      **Zip:** 86323

**is:**

**Utility Company:** Appaloosa Water Company

**Division:** Water

**Contact Name:** Joe Cardavano

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

\*\*\*\*\* W-03443A-08-0313 \*\*\*\*\*

\*\*\* REFERRED FROM COMMISSIONER MAYES' OFFICE \*\*\*

Customer sent the following e-mail -

I am an homeowner in Appaloosa Water district. I understand they have submitted a request for revenue increase of 100% of total revenues. I am against this increase for the reasons they gave. I do agree that the construction of the arsenic water is an appropriate reason but not for staff raises, property taxes increase, which hit us all very hard, or an increase in postal fee's which we also are having to take care of. I would like to have someone else take care of my taxes too!!! But 100% is high. Taxes, wages and stamps did not go up 100%. So please reconsider his request and go for a lower percentage.

Thank you  
Betty Gandee  
[REDACTED]

Chino Valley, AZ 86323

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Sent the following e-mail response -

Ms. Gandee -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Appaloosa Water Company ("Company") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company's application.

The concerns raised in e-mails, letters and phone calls received from customers will assist the Commission in the investigation and review of the Company's rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan  
Public Utilities Consumer Analyst  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

Date Completed: 6/24/2008

Opinion No. 2008 - 69461

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W-03443A-08-0313

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 69475

Date: 6/23/2008

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Kevin Last: Gehman

Account Name: Kevin Gehman

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Chino Valley

CBR:

State: AZ Zip: 86323

is:

Utility Company: Appaloosa Water Company

Division: Water

Contact Name: Joe Cardavano

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\* W-03443A-08-0313 \*\*\*\*\*

\*\*\* REFERRED FROM COMMISSIONER MAYES' OFFICE \*\*\*

Customer called to express his opposition to the proposed 100% rate increase.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I advised customer that I would enter his comments in the Docket for this case and all 5 Commissioners would have the opportunity to review his comments. I also provided the website address and told him all comments and any proceedings in this matter were available on the Commission website.

Customer inquired about hearings. I advised that any hearings would also be available on the Commission website through the "Streaming Audio" option. Customer thanked me for all the information and for reassuring him that this was a very open process which he and his neighbors could follow as it progressed.

\*End of Comments\*

Date Completed: 6/23/2008

Opinion No. 2008 - 69475

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Carmen Madrid**Phone:** (**Fax:****Priority:** Respond Within Five Days

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**Opinion**      **No.** 2008      69463**Date:** 6/23/2008**Complaint Description:**      08A   Rate Case Items - Opposed  
   N/A   Not Applicable**First:****Last:****Complaint By:**      **Kedron****Brook****Account Name:**      Kedron Brooke**Home:** (**Street:****Work:** (000) 000-0000**City:**      Chino Valley**CBR:****State:**      AZ      **Zip:** 86323**is:**

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**Utility Company:**      **Appaloosa Water Company****Division:**      Water**Contact Name:**      n/a**Contact Phone:** n/a**Nature of Complaint:**

Customer is opposed to the rate increase application filed. He states that they are required by the HOA to plant some trees in their yards and if the rates increase the consumers will not be able to water the yards and keep paying the higher rates. Most of the consumers in this area are on fixed incomes and can't afford to pay higher rates.

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

I explained that his opinion would be noted and filed in docket no. W-03443A-08-0313. closed

\*End of Comments\*

**Date Completed:** 6/23/2008**Opinion No.** 2008 - 69463

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Carmen Madrid**Phone:** "**Fax:****Priority:** Respond Within Five Days

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**Opinion No.** 2008 69479**Date:** 6/23/2008**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable**First:****Last:****Complaint By:** Nancy

Bowman

**Account Name:** Nancy Bowman**Home:****Street:** n/a**Work:** (000) 000-0000**City:** Chino Meadows**CBR:****State:** AZ **Zip:** 0000**is:**

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**Utility Company:** Appaloosa Water Company**Division:** Water**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

Consumer is opposed to the rate increase applied for by company. She states that he is requesting a 100% increase which is ridiculous and not right. Most of the people in this area are on fixed incomes and can't afford to pay high rates. She also states that there was no prior notification given that the application for a rate increase was being filed.

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

6/23/08 I informed consumer that her opinion would be noted and filed. Closed

Filed in docket no. W-03443A-08-0313

\*End of Comments\*

**Date Completed:** 6/23/2008**Opinion No.** 2008 - 69479

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